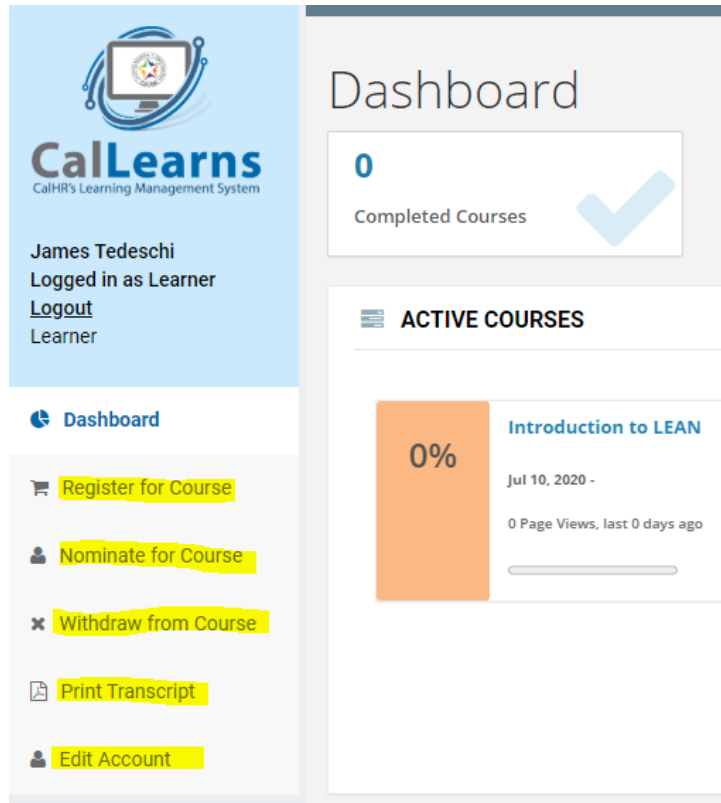


Frequently Asked Questions



Welcome to your CalLearns Dashboard, you will find useful links to the left of the page, where you can register for courses, nominate staff for courses, withdrawal from a course, print your transcripts and edit your account!



Categories of FAQs

FAQs are listed below and are organized into the following categories:

- A. [Create or Change a CalLearns Account](#)
- B. [Course Self-Registration / Nomination / Cancellation / Accommodation](#)
- C. [Course Approval / Course Fees / Payment](#)
- D. [Receive Registration Confirmation / Notice](#)
- E. [Post-Course: Get Certification of Completion](#)
- F. [Future Courses: Interest / Notifications](#)
- G. [Troubleshooting / Errors](#)
- H. [Miscellaneous / Tips](#)

FAQs by Category

A. Create or Change a *CalLearns* Account

1.

Question	Will employees need to register for a <i>CalLearns</i> account?
Answer	Yes, all employees will need to register for a <i>CalLearns</i> account.

2.

Question	How do I create a <i>CalLearns</i> account?
Answer	Logon to CalLearns . Click on the link: Don't Have an Account? Then enter the required information followed by the Register button.

3.

Question	I have recently joined a new department but still have a <i>CalLearns</i> account with my previous departmental email address. How do I make the change within <i>CalLearns</i> ?
Answer	<p>First go to CalLearns and create a new (i.e., additional) account using your new departmental email address. Then go to the CalLearns page and follow the instructions as described in the onscreen box:</p> <p>If you already have a <i>CalLearns</i> account, but moved to a different department, please create a new account and click on this box to send us an email with both usernames so we can merge them and link your training records together.</p>

4.

Question	I recently joined CalHR/SPB and have a <i>CalLearns</i> account from my previous employee status with another department. How do I access my CalHR/SPB account?
Answer	<p>It will take 3-5 business days after your start date at CalHR/SPB for IT to add your name and information to the Active Directory. That is required for CalHR/SPB employees before an account can be created.</p> <p>After your first five business days with CalHR/SPB, log onto CalLearns with your windows log in information. Then go to the CalLearns page and follow the instructions as described in the onscreen box:</p> <p>If you already have a <i>CalLearns</i> account, but moved to a different department, please create a new account and click on this box to send us an email with both usernames so we can merge them and link your training records together.</p>

5.

Question	I have an incorrect email address listed in my <i>CalLearns</i> account. How do I correct this?
Answer	Go to to the CalLearns page and follow the instructions as described in the onscreen box: If you have a personal email tied to your account, or your email address is incorrect on your account, please click on this box to send us an email with your correct email address.

6.

Question	I am a state employee but have a personal email address tied to my <i>CalLearns</i> account. Am I required to do anything about that?
Answer	Go to to the CalLearns page and follow the instructions in the onscreen box: If you have a personal email tied to your account, or your email address is incorrect on your account, please click on this box to send us an email with your correct email address.

7.

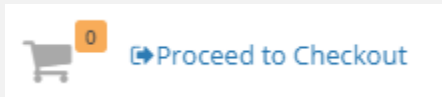
Question	I am a civil servant (but not a state employee) and have my personal email address tied to my <i>CalLearns</i> account. My personal email address in <i>CalLearns</i> is incorrect. How do I resolve that?
Answer	Go to to the CalLearns page and follow the instructions in the onscreen box: If you have a personal email tied to your account, or your email address is incorrect on your account, please click on this box to send us an email with your correct email address.

B. Course Self-Registration / Nomination / Cancellation / Accommodation _____

1.

Question	Where can I register for CalHR courses?
Answer	All of our course offerings are now located here: Access CalLearns All FAQ's and tutorials are held at: CalLearns Homepage

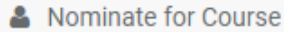
2.

Question	I have enrolled in a course, and it stills shows in my cart via <i>CalLearns</i> ; however, the enrollment button is no longer showing. How do I complete the registration process?
Answer	Once in the cart, you will need to "check out" to complete enrollment in the course. Please go to your dashboard and view the cart to see if it is still there. 

3.

Question	Do I need to be an Administrator in <i>CalLearns</i> to register employees?
Answer	No, you can register employees for your department as a Learner.

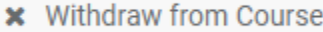
4.

Question	How can I register other employees for training?
Answer	You can use the nominate feature in <i>CalLearns</i> to register employees for training. You will find the "Nominate for Course" button on the left pane of your <i>CalLearns</i> Dashboard. 

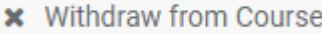
5.

Question	Do you have instructions on how to register an employee for training in <i>CalLearns</i> ?
Answer	Yes, please visit this link: Registration Help

6.

Question	I accidentally signed up for the wrong course; what can I do?
Answer	Please use the "Withdrawal from Course" button on the left pane of your <i>CalLearns</i> Dashboard. 

7.

Question	How can I cancel an instructor-led course via <i>CalLearns</i> ?
Answer	Provided the course start date is at least five business days out, you can cancel the course via <i>CalLearns</i> (you no longer need to email our inbox) using the "Withdrawal from Course" button on the left pane of your <i>CalLearns</i> Dashboard. 

8.

Question	How can I request Reasonable Accommodation for a course?
Answer	<p>During registration, you must request Reasonable Accommodation for classes using the associated button. We will then contact you about your needs.</p> <div> <p>Course Request Form</p> <div> <input type="checkbox"/> Job Mandated <input type="checkbox"/> Job Related <input type="checkbox"/> Upward Mobility <input type="checkbox"/> Part of Succession Plan <input type="checkbox"/> Career Related <input type="checkbox"/> Part of IDP </div> <p><small>*Please select this box if you will require a reason for the request</small></p> <input type="checkbox"/> Reasonable Accommodation </div>

C. Course Approval / Course Fees / Payment _____

1.

Question	Will employees still need approval to take a course?
Answer	Yes, employees will need approval for any course requiring payment and the Benefits Administration Manual (BAM) Training.

2.

Question	Where are tuition fees and course dates located?
Answer	<p>Dates for each class are listed in the course Tile immediately below the course title.</p> <p>Fees for each class are accessible via the "Info" button at the lower left side of the course Tile.</p> <div> <p>Selection Analyst Training Certification Cohort-3 1/25/2021</p> <p>Virtual Delivery Event Jan 25, 2021</p> <p>Seats available: 37</p> <p>Project based curriculum for selection professionals.</p> <div> <input type="button" value="Info"/> <input type="button" value="Add to cart"/> </div> </div>

3.

Question	I added a training course online, but it says I need an "approver". Who would be considered my approver?
Answer	Please direct this question back to your department's training division. We cannot advise on this.

4.

Question	What is the deadline to approve a course via CalLearns?
Answer	You have five business days prior to the start date to approve a course.

5.

Question	How will payment work?
Answer	Payment will occur via Direct Transfer. We will send an aggregated invoice to your accounting department one month after the training. Confirmation emails will still act as an invoice for individual students.


D. Receive *Registration Confirmation / Notice* _____

1.

Question	Will you send a calendar reminder for training?
Answer	Yes, our confirmation emails now include an Outlook reminder which students can add to their calendars.


E. Post-Course: Get *Certification of Completion* _____

1.

Question	How can I obtain a training certificate of completion via CalLearns?
Answer	<p>Course Completion certificates are contained within CalLearns.</p> <p>Using the "Download Certificate" button, you can obtain a pdf copy of your certificate at any time after you complete a self-paced or instructor-led class.</p> 

F. Future Courses: Interest / Notifications _____

1.

Question	I'm interested in a future course offering; what can I do to express my interest?
Answer	<p>There are classes that we consider adding to our curriculum in the future, but we need first to gauge if there is sufficient interest. Those potential courses are listed, along with the other courses on CalLearns, with one exception: instead of an "Add to Cart" button, you indicate your interest in these classes by clicking the "I'm Interested" button on the bottom right of the class Tile.</p> 

2.

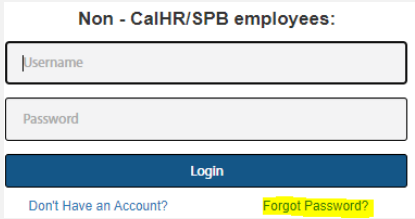
Question	I'd like to receive notifications about upcoming courses; is this possible?
Answer	Yes, please click here: Subscribe to receive updates about all upcoming course offerings through CalHR.

3.

Question	How can I get on the waitlist for a course I'm interested in?
Answer	Seat reservations are on a first APPROVED , first reserved basis. As part of the new LMS, wait lists are now back. If a course is full, you can click on the waitlist button, and you will be inserted into the Wait list line dependent on when your waitlist registration is approved. If a spot opens up at least five business days before a class, and you are on the approved waitlist, you will automatically be registered in the class and you will receive an email notification.

G. Troubleshooting / Errors

1.

Question	It says my CalLearns account already exists; what should I do?
Answer	<p>You will need to retrieve your password (if you forgot it) or reset it.</p> <p>In either case, you will need your username. Your username is what you entered at the time of initial account registration. If you forgot your user name, we suggest trying your email address.</p> <p>To reset your password, click on this link: https://calhr.geniussis.com/Forgot.aspx Once you reset your password, the system will generate and send you a temporary password. Then login to CalLearns to change the temporary password. The new password must be eight characters long and include one uppercase letter.</p> <p>To access a forgotten password, click on this link: Access CalLearns, then follow the instructions.</p> 

2.

Question	I selected a training course, but it says I need an "approver." Who would be considered my approver?
Answer	Please direct this question back to your department's training division. We cannot advise on this.

3.

Question	I received an email from CalLearns with a request to approve training for an employee. However, when I attempt to approve the request via the provided link, I am receiving an error. How can I resolve this issue?
Answer	Please email CalHRStatewideTraining@calhr.ca.gov so we can troubleshoot and resolve the issue for you.

4.

Question	I cannot access a course for which I am registered. How do I fix this?
Answer	Please ensure you are not using Internet Explorer (IE); CalLearns does not work with IE. We recommend you use one of the following web browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, or Apple Safari (for Macs).

5.

Question	I am not using IE to access CalLearns, yet I am having issues accessing CalLearns eLearning. What is the first step I should take that usually resolves the problem?
Answer	Try clearing your web browser's cache, cookies and history. Use the following link with instructions that are particular to your web browser: Clear your web browser's cache, cookies, and history

6.

Question	My course date and confirmation date are different.
Answer	For an accurate training date, please reference the date on the ICS file or in your CalLearns account. This is a known issue that we are working to resolve.

H. Miscellaneous / Tips

1.

Question	I have a newly appointed supervisor that needs to get mandated first-year training. Please advise how he/she would accomplish this.
Answer	Supervisor training is now live! Please have the employee create an account in CalLearns and register for the course: California Leadership Academy - Supervisor Development Program.

2.

Question	Has there been any extensions to Government Code 19995.4 to meet the leadership requirements due to COVID-19?
Answer	For information regarding any extensions granted to meet the leadership training requirements outlined in Government Code 19995.4 , please see Executive Order N-40-20 and Executive Order N-66-20

Tips:

1. **CTRL + F** will add a “Find on Page” horizontal search bar at the top of any CalLeans page. You can then search the page for specific words or phrases.

Results will be displayed as highlighted words within each associated course Tile.



If there is more than one result (in the above example, there are 44 results as indicated in the horizontal bar at the top), you can then depress the > arrow key at the top right to view the next result.

By searching for the word:

- *Interested* or *TBD*, you can quickly locate future, potential courses.
- *Online* or *999*, you can quickly locate self-paced courses.

2. The “**Advanced Filters**” link immediately below the “Find Course” button, in CalLeans, enables you to search a course by a specific Category, Date, Delivery Method, or Location.



3. The “**Find Course**” button in CalLeans will only search for active courses (i.e., available for registration). If a course is not active/available, the button will not provide a result.
4. Course Tiles are visually displayed within CalLeans in the following order:
 - a. Self-Paced Courses: by Location/Title
 - b. Active Virtual Courses: by Date
 - c. Non-Active Sessions: No specific order